



## Golden State Advantage Bulletin

# ELECTRONIC BENEFIT TRANSFER (EBT) PROJECT



**December 2003**

Web site: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

E-mail: [ebtoperations@sid.hhsdc.ca.gov](mailto:ebtoperations@sid.hhsdc.ca.gov)

### **EBT PROJECT RECEIVES TWO AWARDS FROM THE CENTER FOR DIGITAL GOVERNMENT!**

The EBT Project received two awards from the Center for Digital Government;

- ♦ Demonstrated Excellence in Project Management – Chris Dunham received recognition for successfully leading the EBT Project through implementation while she served as the EBT Project Director.
- ♦ Best Application Serving the Public - Appreciation and congratulations go out to everyone in the county offices and throughout the state whose hard work, dedication, and contribution made it possible for the EBT Project to receive this prestigious award.

The Center for Digital Government is an international research and advisory institute providing industry, government, and education leaders with decision support, research and services to help them effectively incorporate new technologies in the 21st century. The Center for Digital Technology offers an array of unique market intelligence programs, projects, and publications covering the critical policy, executive leadership and technology applications surrounding electronic government. The Best of California Awards program was established to salute Information Technology professionals in California state government organizations for their dedication, hard work, and contributions. Awards were presented on December 16, 2003 in the categories of Leadership and Development.

### **IMPLEMENTATION UPDATE**

On December 1, 2003, Butte and El Dorado counties were the final counties to become fully operational with EBT for 2003.

The next group of counties (Shasta, Siskiyou, and Yuba) and 14 of the Los Angeles County District Offices are scheduled to begin issuing benefits with EBT mid January 2004. Consequently, county, state, and contractor staff are actively involved in conversion and training efforts.

Alpine County and the remaining Los Angeles County District Offices are scheduled to be fully operational with EBT on March 1, 2004. Trinity County will begin using EBT mid March 2004.

The implementation team has now engaged all but a few counties into the implementation process and continues to enjoy the rewards of working one-on-one with the counties to partner toward a successful implementation.

### **NEW EBT PROJECT DIRECTOR**

In early January 2004, Bruce van der Schyff will be joining the EBT Project as the new EBT Project Director. Bruce has over 18 years of experience as a senior government IT manager. He has served over 30 years in the IT industry, both in the public and private sector.

### **EBT STATISTICS—NOVEMBER 2003**

These statistics are based on 38 counties live on the EBT system for November 2003:

- ♦ 392,748 food stamp benefits were deposited via EBT totaling approximately \$79.3 million.
- ♦ There were 2,901,514 approved food stamp transactions in which clients redeemed approximately \$77.5 million in benefits.
- ♦ Food stamps were redeemed at 14,798 retail locations.
- ♦ 229,496 cash benefits were deposited via EBT totaling approximately \$101.2 million.
- ♦ There were 948,054 approved cash transactions in which clients redeemed approximately \$101 million in benefits.
- ♦ Clients accessed cash benefits at 9,940 POS locations and 17,366 different ATM locations.
- ♦ Average fees and surcharges paid per cash household: \$2.29 per month.
- ♦ 39 percent of all ATM transactions are at surcharge-free locations.
- ♦ 41 percent of cash benefits are withdrawn at surcharge-free ATMs.
- ♦ 34 percent of cash benefits are withdrawn at POS locations.
- ♦ Clients made 1,308,993 calls to the Customer Service ARU. 37,044 client calls were handled by Customer Service Representatives.
- ♦ 24,938 clients changed their PIN through the ARU.